

## RESOLUTION BASED COUNSELING

Solving the Puzzle Early

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### Benefits of Counseling

- Allows the parties to have a voice in the resolution.
- Gives the parties the opportunity to hear and understand the other point of view.
- Allows the parties to explore creative alternatives for resolution.
- Allows the parties to consider the options of resolution is not achieved.

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### The Cost of Conflict

- Investigations and litigation are expensive.
- Employees are lost as they transfer, retire, or quit due to stresses.
- Productivity is impacted.
- Health claims are increased.

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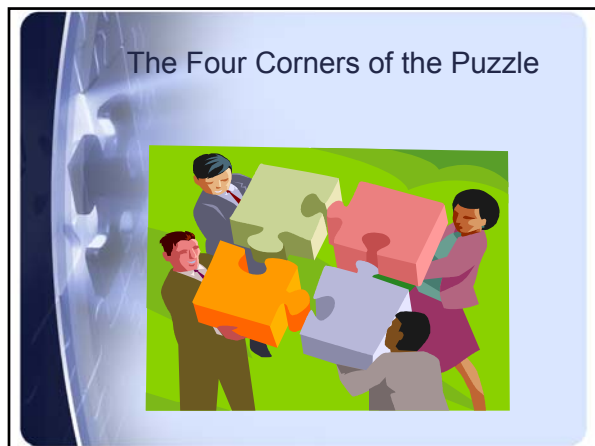
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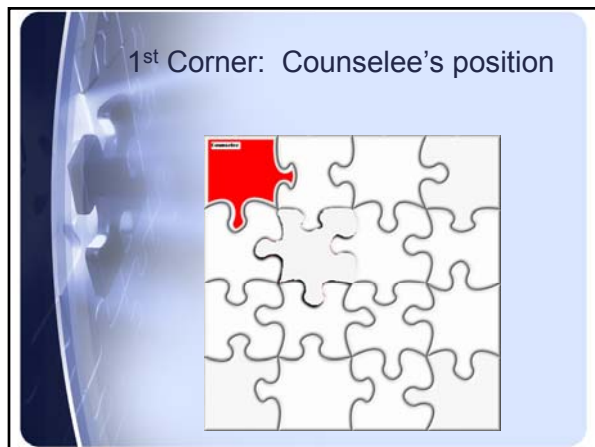
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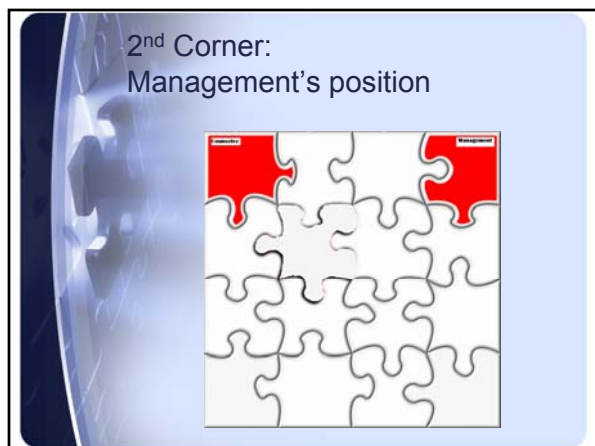
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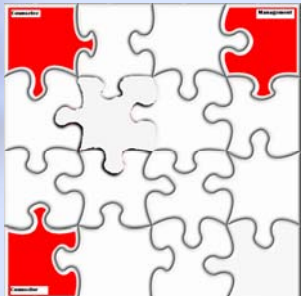
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### 3<sup>rd</sup> Corner: The EEO Counselor




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### 4<sup>th</sup> Corner: The Agency's Support




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### Benefits of Early Resolution

- Improves Morale
- Settlement agreements are generally more durable than court orders.
- Settlement agreements do not require and admission of liability or a finding of guilt.
- Early Resolution saves time and resources.

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Scenario



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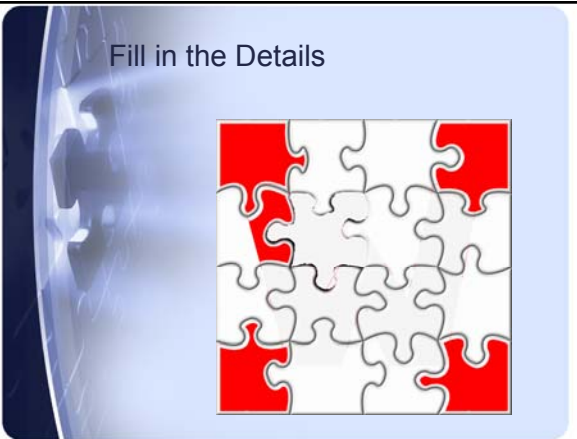
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Fill in the Details



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Types of Questions

USE

- Open- Questions which expand the discussion
- Closed- Questions which prompt for specifics

AVOID

- Leading- Questions which suggest an answer

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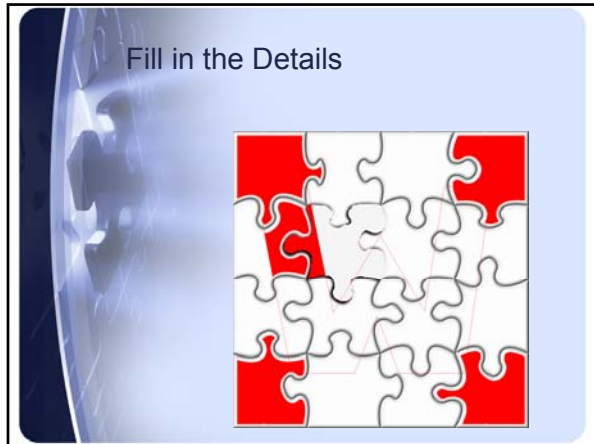
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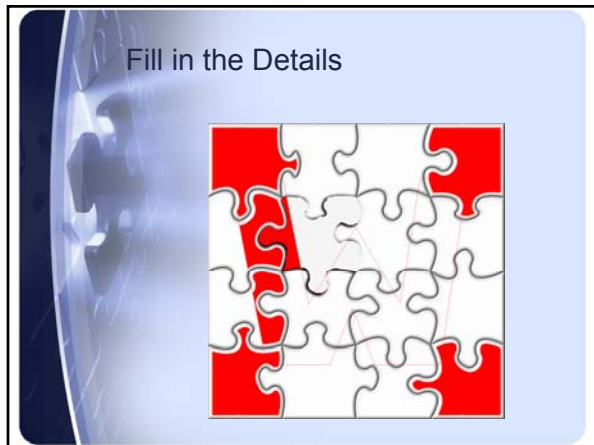
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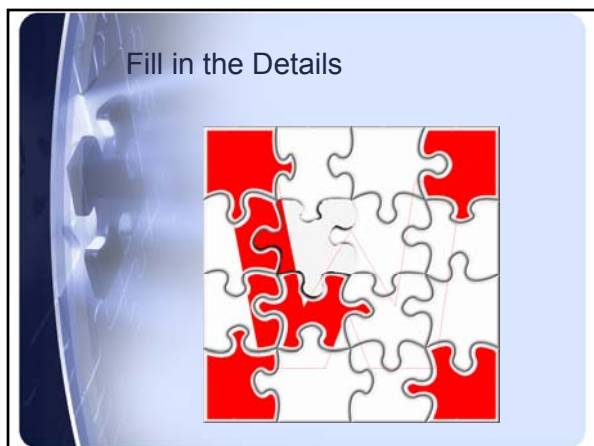
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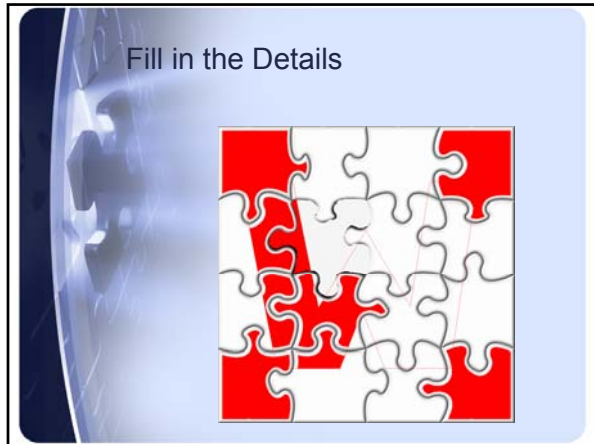
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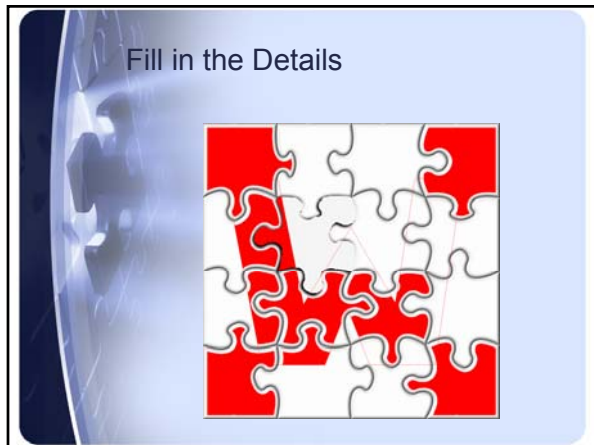
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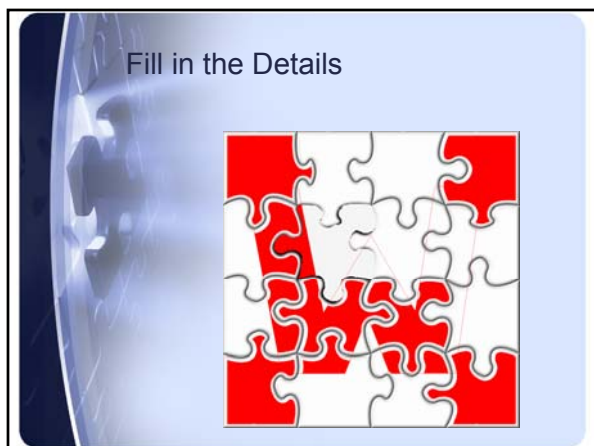
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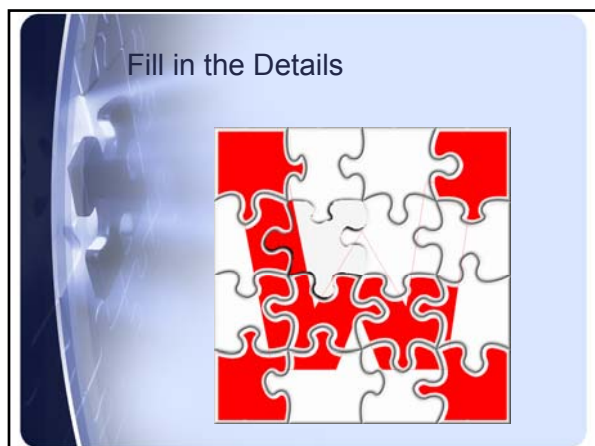
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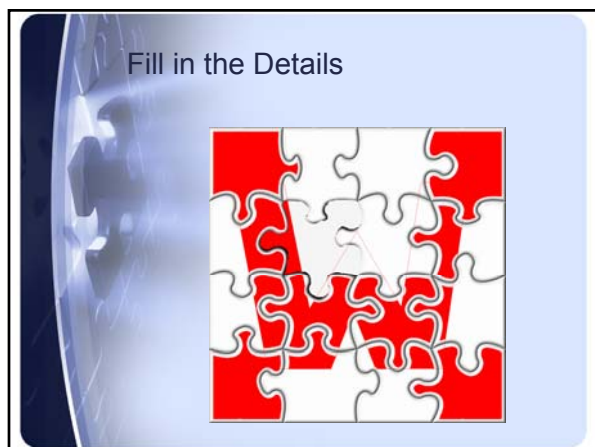
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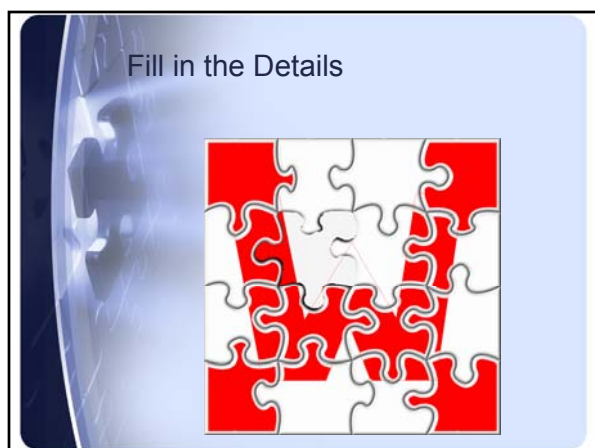
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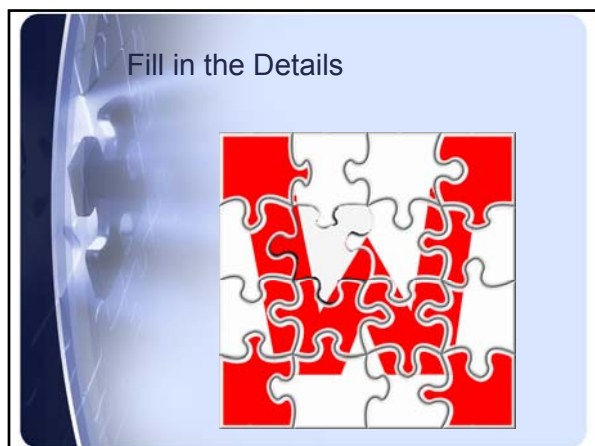
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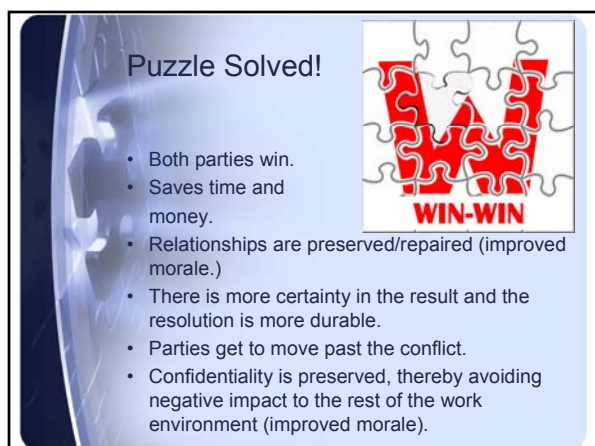
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